BADGERCARE+

CARES Automation Overview

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Highlights

- Worked on six major systems initiatives to support the automation of the BadgerCare Plus program in the Client Assistance for Re-employment and Economic Support (CARES) system

- Over 200 staff from four agencies worked together to implement this initiative – the Department of Health and Family Services, Department of Workforce Development, Department of Administration, and Deloitte Consulting LLP

- Revised eligibility determination process to replace six old Family Medicaid programs with one new BadgerCare Plus program

Inside:

BadgerCare Plus program expands health care to new populations

BadgerCare Plus is the most sweeping reform of the low-income, family portion of the Medicaid program in Wisconsin since its inception in 1967. It is an initiative to provide every child in Wisconsin access to affordable, comprehensive health care coverage regardless of the family's income. BadgerCare Plus merges Family Medicaid, BadgerCare, and Healthy Start to form a comprehensive health insurance program for low income children and families, with expanded use of managed care.

Coverage has been expanded to seven new populations:

1. All children (birth to age 19) with incomes above 185 percent of the federal poverty level (FPL)
2. Pregnant women with incomes between 185 and 300 percent of the FPL
3. Parents with incomes between 185 and 200 percent of the FPL
4. Caretaker relatives with incomes between 44 and 200 percent of the FPL
5. Parents with children in foster care with incomes up to 200 percent of the FPL
6. Youth (ages 18 through 20) aging out of foster care
7. Farmers and other self-employed parents with incomes up to 200 percent of the FPL, contingent on depreciation calculations

Large team collaborates to implement six systems initiatives to support new program

Over 200 staff from four agencies worked together for 12 months to implement this initiative – the Department of Health and Family Services, Department of Workforce Development, Department of Administration, and Deloitte Consulting LLP. This team worked collaboratively to perform requirements gathering, system design, conversion planning, construction, application testing, architecture and infrastructure work, and training and implementation work for these projects. Over one million lines of application code were written to support six initiatives: CARES eligibility and conversion, Employer Verification of Health Insurance (EVHI), ACCESS, Correspondence Reengineering, CARES Worker Web, and ACCES for Partners and Providers.

CARES Eligibility and Conversion:

Complex system changes enable simplified benefit program

The process of automating eligibility determination for BadgerCare Plus required eliminating all existing Family Medicaid programs, including AFDC Medicaid, AFDC-Related Medicaid, Healthy Start, Continuously Eligible Newborns, Medicaid Extensions, and BadgerCare. In order to automate this simplified program, it was necessary to replace the six old Family Medicaid programs with one new BadgerCare Plus program. The new program design has significantly streamlined the eligibility determination process.

System requirements evolved during the course of the project as the Wisconsin legislature and Centers for Medicare and Medicaid Services (CMS) worked to finalize the legislation and program structure. The project team responded quickly when the Medicaid extensions program was added to the project's scope just a few weeks prior to implementation.
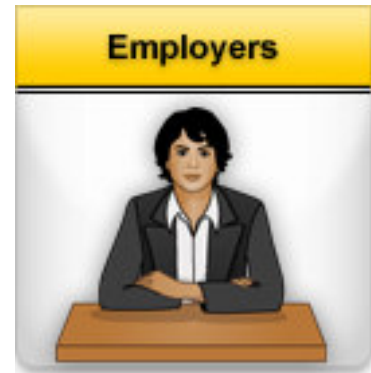
The BadgerCare Plus program implementation required every Family Medicaid recipient's eligibility to be re-determined using new program rules.

On the implementation weekend, a conversion process successfully determined BadgerCare Plus eligibility for over 525,000 existing individuals in the CARES system. Over 40,000 more individuals became eligible for BadgerCare Plus than were eligible under the programs that were replaced. The total number of Family Medicaid households required to pay a premium went up from 6,000 to 23,000 and premium collection went up from $650,000 to $1,600,000 per month.

> *Conversion process successfully determined BadgerCare Plus eligibility for over 525,000 existing individuals in the CARES system.*

ACCESS continues to provide online eligibility support services to customers

ACCESS is a customer self-service web site that allows clients to screen themselves for services for which they may be eligible, complete an interactive application, report changes of personal circumstances, and check their benefit status. Each of the four self-service functions has been updated to reflect new BadgerCare Plus rules and requirements. Approximately 32,000 existing Check My Benefits user accounts were updated to reflect new BadgerCare Plus eligibility information. The first BadgerCare Plus application was received within an hour of the new system coming online.

EVHI process streamlines verification of employee health insurance access
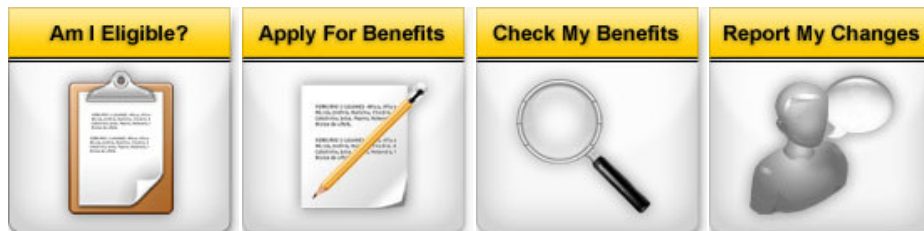
A fundamental eligibility requirement of BadgerCare Plus specifies that families above a certain income level must not already have access to affordable health insurance through their employer. In order to streamline the verification of this information, the Employer Verification of Health Insurance (EVHI) system and process has been developed to collect general information about the health insurance policies of employers throughout the State.

Employers will be required to provide information such as whether or not they provide health insurance to their employees, the percentage of the premium they pay, what family members are eligible, and what types of employees are eligible (based on employee type, hours per week, length of service, etc.).

This new system provides real-time verification to CARES Worker Web and manages the workflow for central staff to follow up with employers and local agency eligibility workers. This new process includes 12 new web pages, eight new batch programs, and two new web services.

Correspondence Re-engineering project provides clients with more readable, understandable notices

The purpose of the Correspondence Re-engineering project was to improve customer service by producing notices that are easy to read, are easy to understand, and capture the attention of clients while still meeting legal requirements. Additionally, the notices should clearly communicate to clients what happened to their case and what they can, or need to, do about it.

This project involved designing, developing, and implementing a new framework for communicating eligibility decisions to clients. This critical project improved customer service by improving how information is organized and conveyed in the eligibility notices.

The project also reduced the number of notices sent out by communicating true changes rather than sending a notice every time eligibility is determined. Previously, over 18,000 notices were sent out each day. This project is estimated to reduce that number by approximately 30%.

Over 50,000 notices were sent as part of the BadgerCare Plus implementation. Images of all notices are also stored in the Electronic Case File (ECF) and can be retrieved by local agency workers via CARES Worker Web (CWW).

The project included over 400 new batch jobs, 14 new database tables, over 220 new scripts, and integration of Document Science's xPression software.

Community partners establish Express Enrollment with new ACCESS for Partners and Providers site
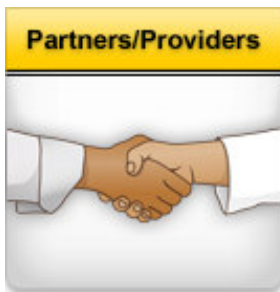
As part of BadgerCare Plus, DHFS will be working collaboratively with community partners and health care providers through the new Express Enrollment process to help provide quick access to health care coverage for children and pregnant women.

ACCESS for Partners and Providers (APP) is a new web-based tool to help organizations such as health care providers, schools, Head Start agencies, faith-based agencies, and other community-based agencies establish temporary enrollment for children. It also allows health care providers to establish temporary eligibility for pregnant women. APP allows organizations to print out a temporary enrollment card to give to the client right away.

This new system contains over 20 web pages and interfaces with the Medicaid Management Information System (MMIS) to exchange provider and eligibility information.

CARES Worker Web enables workers to manage eligibility using a user-friendly web interface

The CARES Worker Web (CWW) project is an incremental renewal initiative to redesign and transform the CARES legacy mainframe system into an intuitive web-based application. As part of the BadgerCare Plus project, CWW has been enhanced to allow workers to initiate eligibility, view eligibility results, and perform post-eligibility actions from within CWW. Existing eligibility logic was leveraged as the user interface was enhanced. This approach provided the ability to reuse most of the eligibility logic that has been developed and enhanced for over 15 years. This project entailed redesigning and transforming 49 existing mainframe screens into 23 new, user-friendly web pages that streamline processing and enhance usability.

More Highlights

- Conversion process determined BadgerCare Plus eligibility for over 525,000 existing individuals

- During conversion, over 40,000 more individuals became eligible for BadgerCare Plus than were eligible under the programs that were replaced

- The total number of Family Medicaid households required to pay a premium went up from 6,000 to 23,000 and premium collection went up from $650,000 to $1,600,000 per month

- Updated approximately 32,000 ACCESS Check My Benefits user accounts to reflect new BadgerCare Plus eligibility information

- Redesigned and transformed 49 existing mainframe screens into 23 new, user-friendly web pages that enable workers to determine and manage eligibility in CWW

- Developed new Employer Verification of Health Insurance system, which includes 12 new web pages, eight new batch programs, and two new web services

- Developed new ACCESS for Partners and Providers module, which contains 20 new web pages and interfaces with the Medicaid Management Information System (MMIS) to exchange provider and eligibility information

- Generated over 50,000 client eligibility notices during the BadgerCare Plus implementation weekend

- The Correspondence Re-Engineering project included integrating with Document Science's xPression software.

- The deployment involved creating 75 new database tables, changing 20 existing database tables, migrating 145 mainframe packages, and scheduling 21 special on-request jobs for batch processing

- System installation followed a week long 400 step deployment and validation process. The core 48 hour Production deployment activities completed within two minutes of planned completion time

Large testing effort focuses on achieving high quality results

Large System Testing and User Acceptance Testing (UAT) teams supported the six system initiatives. In System Testing, over 925 scenarios were written, tested, documented, and approved. More than 800 system test PCRs (Problem / Change Reports) were identified and corrected during this process. A large UAT team tested additional scenarios and identified and tested PCRs throughout the UAT phase of these projects.
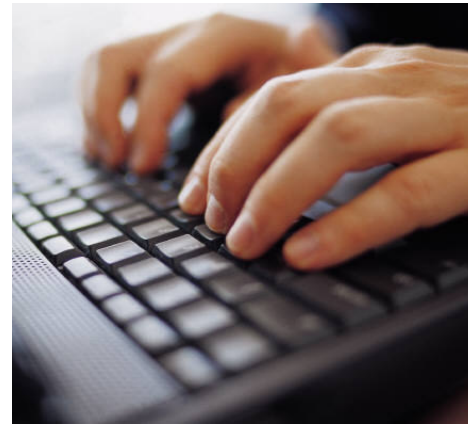
Complex system deployment completes right on time

The various components of the BadgerCare Plus initiative were deployed over a week-long period of time, following a detailed 400 step development and validation process. The core 48 hour Production deployment activities, which started on January 11, completed within two minutes of planned completion time. Over 50 staff from the Department of Health and Family Services, Department of Workforce Development, Department of Administration, and Deloitte Consulting LLP worked throughout the weekend to coordinate deployment activities and validate the successful migration of the new functionality.

Production deployment activities completed within two minutes of planned completion time

The deployment involved creating 75 new database tables, changing 20 existing database tables, migrating 145 mainframe packages, and scheduling 21 special on-request jobs for batch processing.

Infrastructure upgrades provide foundation for successful projects

As part of the BadgerCare Plus deployment, there were also significant infrastructure additions and enhancements supporting all applications, all of which are hosted by the Division of Enterprise Technology at the Department of Administration. These include:

- New batch environment including five physical servers supporting correspondence and ACCESS APP batch

- New distributed batch scheduling software was setup, which manages the scheduling, coordination, and execution of over 160 batch jobs

- Setup of the XML auto import feature of the Ascent Capture software, greatly accelerating the import of notices into the Electronic Case File (ECF)